

## **ANNEX C**

### **PLANNING/INTELLIGENCE**

#### **DUTIES AND RESPONSIBILITIES**

The role of the Planning/Intelligence Section is to

1. Maintain all situation intelligence that is developed within the EOC in a log and appropriate database formats
2. Collect, evaluate and disseminate information within the EOC.
3. Coordinate the Action Planning Briefings, conduct the Action Planning Briefings, and create the written Incident Action Plan at the direction of the Management Section Chief.
4. Display critical information through status boards, maps and computer displays.
5. Perform data analysis and prepare reports and other documentation for later use in developing required reports, for reimbursement, and for lessons-learned reviews.
6. Identify any future emergency response concerns by obtaining weather information, and other information related to the ability to manage the disaster (sunrise/sunset, shortages, external events, etc.).
7. Conduct damage assessment to determine the extent and value of the loss of privately owned property within the City of San Jose.
8. Develop the Recovery Plan for the event, including housing and re-housing disaster-related homeless and pre-disaster homeless, refuse management, health services in coordination with the Public Health Officer, and related tasks.

Staff for the Planning/Intelligence Section includes at least the Chief and three branch directors. Additional staff will be requested by the Chief based on the level of activity within the section.

Section Chief:	Director of PB&CE
Situation Analysis Branch:	Deputy Director of PB&CE
Damage Assessment Branch:	Deputy Director/Chief Building Official
Recovery Branch:	Deputy Director of PB&CE, supported by staff from Housing, ESD, GS and other departments as needed.

# **Generic Checklist**

## **(For All Positions)**

### **Activation Phase:**

- Check in with the Personnel Unit (in Logistics) upon arrival at the San Jose EOC.
- Report to Management Section Chief, Section Chief, Branch Coordinator, or other assigned Superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure RIMS (Response Information Management System) is operational.

### **Demobilization Phase:**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

# Planning/Intelligence Section Chief

**\*\*\*\* Read This Entire Position Checklist Before Taking Action \*\*\*\***

## **Responsibilities:**

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
  - Collecting, analyzing, and displaying situation information
  - Preparing periodic Situation Reports
  - Preparing and distributing the EOC Action Plan and facilitating the Action Planning briefing
  - Conducting Advance Planning activities and report,
  - Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.
2. Establish the appropriate level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of branch/unit activities within the section.
4. Keep the Management Section Chief informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other Section Chiefs, ensure that Branch Status Reports are completed and utilized as a basis for Situation Status Reports, and the EOC Action Plan.
6. Supervise the Planning/Intelligence Section.

## **Activation Phase:**

- Report to the EOC as directed.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate branches within section as needed and designate Branch or Unit Leaders for each element:
  - Situation Analysis Branch
  - Documentation Unit
  - Damage Assessment Branch
  - Recovery Branch
- Request additional personnel for the section as necessary to maintain a 24-hour operation.

- Establish contact with the Operational Area EOC when activated, and coordinate RIMS Situation Status Reports with their Planning/Intelligence Section.
- Meet with Operations Section Chief; obtain and review any major incident reports.
- Review responsibilities of branches in section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by Planning/Intelligence; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the Management Section Chief informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

### **Operational Phase:**

- Ensure that Planning/Intelligence position logs and other necessary files are maintained.
- Ensure that the Situation Analysis Unit is maintaining current information for the situation status report, including a running log of significant events.
- Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by Planning/Intelligence (Utilize RIMS forms if available).
- Ensure that a situation status report is produced and distributed to EOC Sections and Operational Area EOC, prior to the end of each operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the Management Section Chief's Action Planning meetings approximately one hour before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted following each Action Planning meeting.

- Ensure that the EOC Action Plan is completed and distributed prior to the start of the operational period.
- Work closely with each branch/unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan, are being addressed.
- Ensure that the Damage Assessment for private structures is completed rapidly. In an earthquake, repeat damage assessment after every major aftershock.
- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.
- Ensure that the Recovery Branch is able to make a recovery plan based on adequate information from the field.
- Provide technical services, such as energy advisors and other technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## **SITUATION ANALYSIS BRANCH**

Collection and analysis of information and data related to a disaster or emergency are crucial to the successful management of response and recovery operations. This Annex outlines the concept of operations, and policies and procedures that the City of San Jose emergency management organization will use to achieve this goal. The Annex also contains the Situation Reporting Form, and an emergency action checklist to be used by the Situation Analysis section in the EOC, as well as position checklists for the branch director.

### **CONCEPTS OF OPERATIONS**

As soon as possible following an incident, field units of the Police, Fire, Transportation, General Services, and Public Works departments will conduct a reconnaissance of affected areas to determine the extent and type of damage experienced throughout the city, impacts on infrastructure and utilities, impacts on community members, and any other observations that can be made during disaster response field work. They will report this information to their respective branches or Section Chiefs at the City EOC, who will ensure that it is shared with the Planning/Intelligence Section in a timely fashion. This information will be collected by the Situation Analysis Branch in the Planning/Intelligence Section, to become the basis for the opening briefing at each Action Planning Briefing, and incorporated into the required RIMS reports that are sent to the Operational Area EOC and the Coastal Region EOC via Internet or fax. It is crucial that this information be timely and accurate.

The Situation Analysis Section will maintain visual displays of disaster-related information for use by other EOC Sections in managing their work. Such displays may include posted paper, whiteboards or computer displays. Information may also be shared via e-mail to the various EOC computer terminals, or by posting on the Communications computer as one program that rotates on the big screen, along with the EOC Log.

As soon as practical, the Situation Analysis staff will obtain information on the disaster from external sources, including the National Weather Service, US Geological Survey, Santa Clara Valley Water District, and any other sources appropriate to the specific disaster. They will add this information to their documentation for the Action Planning Briefing, and for use in the RIMS reports. As soon as practical, the Situation Analysis staff will create a map of the disaster impacts in San Jose. The map will evolve with the event during the Incident Action Period, and be prepared as an asset for the next Action Planning Briefing. The map presented at each Action Planning Briefing will be marked for ending time and date, and preserved as an asset of that briefing. The evolution of the map will then continue forward from that point until each successive Action Planning Briefing, at which time the map will once again be marked with time and date. In addition, Situation Analysis staff will post one copy of the last Action Planning Briefing map within the EOC's Operations Room for reference by all EOC Sections as they fulfill their goals for the Incident Action Period. Where possible, the map should be made using GIS to incorporate critical features: road grid, waterways, special facilities (high occupancy, special populations, public safety) and other critical features already available through existing GIS databases. The posted map may be paper, or an electronic map sent to each computer in the EOC.

The collected disaster information is the basis on which requests for disaster relief monies and mutual aid will be initiated; LOCAL EMERGENCIES will be declared; and requests for gubernatorial and presidential declarations will be made.

## **POLICIES AND PROCEDURES**

### **Intelligence Gathering**

Within the context of this plan, intelligence can be grouped in three categories, as follows:

1. Information needed to determine the nature and extent of operational problems, and the immediate needs of disaster victims. During the early phases of an emergency, first priority is accorded the collection and collation of this category of disaster intelligence.
2. Damage assessment information expressed in dollar amounts. Initial reports must be rapid, so approximation is all that is needed; accuracy will be developed later. This category of disaster intelligence information will be initially developed by the Damage Assessment Branch, and should lead to projections relative to short and long-term economic impact.
3. Information relative to both short and long-term recovery operations.

The State Disaster Assistance manual provides specific, detailed guidance relative to damage assessment and documentation. This manual is available from Coastal Region OES, and a copy is maintained in the City EOC. Detailed information and forms are part of the RIMS guidance available from Coastal Region and stored in the EOC. The Planning Intelligence Section staff, which is responsible for collating damage assessment information received from field units, should be familiar with this system.

**GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
SITUATION REPORT**

**FROM:** City of San José Office of Emergency Services

**OES Region:** *Coastal*

**Law Mutual Aid Region:** *II*

**Fire Mutual Aid Region:** *II*

1. Event Name:.....
2. Report as of:.....*November 20, 2006 0808:53 HR*
3. Date/Time of Event: ...
4. Event Location:.....
5. Event Type:.....
10. Areas Affected: .....
11. Current Situation: .....

12. Current Situation Detail	Status	Details, Locations, Comments, etc.
a. Significant Damage:		
b. Deaths:		
c. Injuries:		
d. Damaged Buildings		
e. Utility Problems		
f. Common Problems		
g. Road Problems		
h. Evacuations		
i. Critical issues		
j. Other Problems		

13. Major Incidents:.....
14. Response/Recovery priorities: .
15. Date/Time of next Report:.....
16. Proclamations/Declarations:....
  - a. Local:.. .....
  - b. Gubernatorial Requested:
  - c. Director's Concurrence:...
  - d. Gubernatorial Received:..
  - e. Presidential Requested:....
  - f. Presidential Received: .....



Response	Status	Details, Locations, Comments
<b>a. E.O.C.(s) Activated:</b>		
<b>b. Care &amp; Shelter:</b>		
<b>c. Construction &amp; Engineering:</b>		
<b>d. Hazardous Materials:</b>		
<b>e. Fire &amp; Rescue:</b>		
<b>f. Law Enforcement:</b>		
<b>g. Medical / Health:</b>		
<b>h. Movement:</b>		
<b>i. Utilities:</b>		
<b>j. Disaster assistance programs/facilities:</b>		
<b>k. Mutual aid received in <u>last</u> 24 hours?</b>		
<b>l. Mutual aid received in <u>next</u> 24 hours?</b>		

**18. Other Critical Information or General Comments:**

**19. Response actions taken and resources committed by function:**

**20. a. Report Prepared by:**

**b. Phone:** (408) 277-2919

*e-mail, if available:*

*other:*

# Situation Analysis Branch Director

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## Responsibilities:

Upon arrival at the EOC, check in with the EOC manager. Request:

- Seating assignment
- Shift assignment
- EOC orientation
- Incident/situation briefing

Initiate/maintain, as the case may be, a log. Pass this log on to your relief with instructions to maintain it.

## Operational Phase:

Set up status boards and maps, using EIS.

Issue Situation Report Forms to all EOC sections. Instruct Section Chiefs to periodically poll field units, complete the Situation Report Forms, and return them to the Situation Analysis section in the EOC.

Prepare and submit to State OES, Coastal Region, via Operational Area OES, Situation Report Forms as follows:

- Initial report within 4 hours.
- Subsequent reports to be submitted as conditions warrant; i.e., any significant changes should be reported.

Post the raw data contained in the Situation Report forms to status boards and maps.

Based upon data, prepare briefings and recommendations for the Action Planning meeting. Key considerations are:

- Nature and scope of the emergency
- Response capability

- Threat to life and property
- Damage assessment data, expressed in dollar amounts

In the event of an EARTHQUAKE, determine:

- Location of collapsed critical facilities such as police and fire stations, hospitals, government buildings, and mass care facilities.
- Status of utility services.
- Location of collapsed buildings with trapped occupants. If possible, determine the number and condition of trapped occupants.
- Location of broken gas and water mains.
- Location of downed power lines.
- Location of collapsed bridges, freeway overpasses, and other road closures.
- Status of sanitation facilities.
- Fatalities and injuries.
- Periodic damage assessment figures, expressed in dollar amounts.

In the event of a FLOOD or DAM FAILURE, determine:

- Boundaries of the inundation area(s).
- Anticipated duration of the inundation period.
- Status of roads.
- Status of critical facilities.
- Status of utilities.
- Status of sanitation system.
- Status of water system. Include status report on any potential contamination of potable water supplies.
- Fatalities and injuries.

In the event of a HAZARDOUS MATERIAL or RADIOLOGICAL INCIDENT, determine:

- Identity of substance(s) involved.
- Quantity of substance(s) involved.
- Extent of the release, and plume direction.
- Relative threat to life and property.
- Boundaries of evacuation area(s).
- Fatalities and injuries.
- Wind speed and direction, as well as weather predictions.
- Fatalities and injuries.

# Documentation Unit Leader

**\*\*\*\* Read This Entire Position Checklist Before Taking Action \*\*\*\***

## **Responsibilities:**

1. Collect, organize and file all completed event or disaster related forms, including all EOC position logs, situation status reports, EOC Action Plans and other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the City of San Jose's EOC situation status reports, EOC Action Plan, and other documents, as required.
4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the event or disaster.
5. Assist the EOC Coordinator in the preparation and distribution of the After-action Report.
6. Supervise the Documentation Unit.

## **Activation Phase:**

- Follow the generic Activation Phase Checklist.

## **Operational Phase:**

- Maintain a position Log.
- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained as official record.
- Meet with the Recovery Branch Director to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- Reproduce and distribute the Situation Status Reports and Action Plans. Ensure distribution is made to the Operational Area EOC via RIMS or fax.
- Keep extra copies of reports and plans available for special distribution as required.
- Set up and maintain document reproduction services for the EOC.

## **Demobilization Phase:**

Follow Generic Demobilization Checklist.

## **DAMAGE ASSESSMENT BRANCH**

Collection and analysis of damage assessment information is crucial to the successful management of response and recovery operations.

### **CONCEPTS OF OPERATIONS**

Immediate windshield surveys of damage will be conducted by City departments with disaster response field units: Police, Fire, Department of Transportation, General Services, and Public Works departments. Public Works Inspectors and Building Officials/Inspectors will conduct a reconnaissance of affected areas to determine the extent of damage, and will report this information to the Damage Assessment Branch of the Planning/Intelligence Section. This overview of damaged areas will become the basis for the development of a field inspection program for public and private property. It is crucial that this information be timely, accurate, and where practicable, includes specific damage assessment figures in dollar amounts.

### **POLICIES AND PROCEDURES**

#### **Damage Assessment**

Damage assessment teams will be composed of qualified individuals such as PB&CE building inspectors and code enforcement personnel, and Public Works' engineers. The two types of damage assessment are defined as follows:

1. Individual Assistance Damage Assessment - describes private sector damage such as damage to homes, businesses, farms, and personal possessions.
2. Public Assistance Damage Assessment - describes damage to public facilities such as public buildings, sewer systems, bridges and roads. Included in this category are costs associated with search and rescue operations, medical care, care and shelter, and rehabilitation operations.

The PB&CE staff will follow their SOP to provide a complete survey of the privately owned property within the damaged areas of the City in a timely fashion. They will use ATC-20 formats for damage assessment, and post buildings using the color-coded tri lingual signs. The PW staff will follow their SOP to provide a complete survey of the public facilities and infrastructure within the damaged areas of the City in a timely fashion. If the number of available City staff members is inadequate to inspect the City within a reasonable period of time, Building Officials' Mutual Aid may be requested from the Operational Area EOC.

Dollar value estimates for the damaged buildings will be developed within the Planning/Intelligence Section. This will be a cooperative effort among City departments with knowledge of building values, including information provided on permit applications. Other sources include the Assessor Parcel lists for valuations, or MetroScan or similar real estate sales information, as well as any other reasonably available public records useful in estimating disaster-related losses.

All damage assessment reports will be provided to the Planning/Intelligence Section Damage Assessment Branch Director in a timely fashion. The Damage Assessment Branch will aggregate the information and create the damage estimate information needed to complete the RIMS forms. This information will be recorded on the required RIMS forms by the assigned Planning/Intelligence Section personnel, and sent to the Operational Area

# Damage Assessment Branch Director

**\*\*\*\* Read This Entire Position Checklist Before Taking Action \*\*\*\***

## **Responsibilities:**

1. Collect initial damage assessment information from the field through City building officials/inspectors.
2. Collect initial damage assessment information from the Construction and Engineering Branch of the Operations Section for publicly owned buildings.
3. Coordinate with the Operations Section Construction and Engineering Branch to obtain damage information for utilities that serve San Jose, and from Santa Clara Valley Water District for their dams.
4. Develop detailed damage assessment information, with associated damage cost/value estimates.
5. Maintain detailed records on damaged areas and structures.
6. Coordinate with the Planning/Intelligence Section Chief to request Building Officials Mutual Aid if required to inspect structures and/or facilities.
7. Supervise the Damage Assessment Branch.

## **Activation Phase:**

- Follow generic Activation Phase Checklist.

## **Operational Phase:**

- ρ Establish and maintain a position log and other necessary files.
- ρ Deploy City Building Officials/Inspectors to the field according to their plan to complete the inspection of privately owned facilities in San Jose, using ATC-20 as a basis, and tri-lingual signs indicating safety levels (red, yellow, green).
- ρ Obtain initial damage assessment information from Fire & Rescue Branch, Law Enforcement Branch, Utilities Unit and other branches/units as necessary.
- ρ Coordinate with the American Red Cross, utility service providers, and other sources for additional damage assessment information.
- ρ Prepare detailed damage assessment information, including estimate of value of the losses, and provide to the Planning/Intelligence Section Chief.
- ρ Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.
- ρ Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- ρ If mutual aid is needed, initiate all requests for engineers and building inspectors through the Operational Area EOC.



- ρ Keep the Planning/Intelligence Section Chief informed of the inspection and engineering assessment status.
- ρ Refer all contacts with the media to the Public Information Branch.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## **RECOVERY PLANNING BRANCH**

Recovery actions must be planned for and implemented early in a disaster, often while the disaster is still unfolding. The development of a recovery plan is a critical part of the disaster response period, enabling the property damage to be minimized, the economic damage limited, and the restoration of community services to be rapid.

### **CONCEPT OF OPERATIONS**

The Recovery Branch consists of a Branch Director and associated Unit Leaders when appropriate. Units include Housing, Refuse, Vector Control and Animal Control and Infrastructure, if activated. The Recovery Branch reviews the damage assessment information and situation intelligence and develops a plan to assist with all aspects of community restoration.

### **POLICIES AND PROCESURES**

#### **Housing**

Housing units may become uninhabitable due to disaster damage. The pre-disaster homeless must be considered in the delivery of services. The Housing Unit will ensure that short-term housing is found to allow the Care and Shelter Branch to close public shelters in a timely fashion. They will also work with community resources to speed repair and rebuilding of permanent homes for the disaster-related homeless, and strive to find assistance for the pre-disaster homeless population. When necessary, the Housing Unit will coordinate with the Individual Assistance Officer appointed by the City Council to develop a Disaster Application Center (DAC) to coordinate the various types of assistance needed by the disaster victims to reestablish their homes.

#### **Refuse Removal**

Disaster damage to homes frequently generates large amounts of damaged household goods and building materials. Floods and earthquakes may also destroy infrastructure, requiring the removal of concrete, steel and other large building materials. This material must be removed from the community quickly to facilitate physical and psychological recovery. Some material will be removed as excess refuse. Other material is hazardous and requires special handling. Still other items can be recycled if properly separated. The Refuse Unit will oversee the development of appropriate plans for the removal of disaster related debris. In addition, they will work with regional and state agencies to facilitate recycling wherever possible.

#### **Vector Control and Animal Control**

Disaster may displace wild animal populations from their natural habitats and drive them into community areas. Vermin, vectors and aggressive wild animals may seek shelter in community landscaping, or in disaster-related ponding or mud. Domestic animals and pets may become separated from their families during disasters. They may run away or hid during disaster

evacuations and be left behind. The Vector Control and Animal Control Unit will coordinate with County Vector Control to abate related and public health hazards; and coordinate with City Animal Services to ensure the rescue and safekeeping of pets and assist families forced to evacuate to public health shelter to find safe shelter for their pets.

### **Streets and Drains**

Public infrastructure is frequently damaged during a disaster. Removal of mud and debris from streets quickly is required to restore other services, such as refuse removal and emergency response capabilities. Streetlights and bridges are also frequent victims of disaster damage. These need to be repaired to facilitate the flow of traffic within the community. Storm drains, sanitary sewers, water lines and conduit may have been damaged and require repair to facilitate the reuse of homes and commercial buildings. The Streets and Drains Unit will facilitate this work to support community recovery.

### **Public Information**

The Recovery Branch will coordinate with the Emergency Public Information Officers to ensure that appropriate notices are distributed to the news media and the public regarding recovery processes. Each Unit within the Branch will contribute appropriate material and assist with the development of media releases and media briefings.

### **Financial Recovery**

The Recovery Branch will carefully coordinate all information needed to obtain reimbursement of recovery related costs from higher levels of government, insurance carriers or responsible parties. They will provide the information to the Finance/Administration Section in a timely manner, and assist with the development of files and documentation to support the City's cost recovery efforts. The Recovery Branch will also work with other EOC sections to ensure that field forces develop appropriate documentation of their work to support reimbursement (videotape of repair and restoration work, photos, safekeeping of drawings, etc.)

# Recovery Branch Director

<b>**** Read This Entire Position Checklist Before Taking Action ****</b>
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## Responsibilities:

1. Collect and maintain documentation of all disaster information to facilitate the design of recovery work.
2. Coordinate all neighborhood level public facility recovery with outside agencies and contractors.
3. Determine the mid-term and long term housing needs of disaster victims, and work with city, NGO's and other resources to develop a plan to meet those needs.
4. Coordinate with Housing and community resources to assist pre-disaster homeless.
4. Supervise the Recovery Unit and all recovery operations.

## Activation Phase:

- ρ Report to the EOC when directed.

## Operational Phase:

- ρ Establish and maintain position log and other necessary files.
- ρ Short term and long term housing (may be established as a Unit within the Branch if appropriate)
  - a. Coordinate with the Care and Shelter Branch Manager to ensure that disaster-related homeless people have information about how to access to housing assistance programs
  - b. Coordinate with the City's Homeless Coordinator to ensure that the pre-disaster homeless are receiving appropriate assistance for short term and long term re-housing
  - c. Coordinate with the City's Homeless Coordinator, the American Red Cross and the County Housing Authority to ensure that disaster-related homeless people are applying for re-housing assistance from all available sources
  - d. Coordinate with the EOC Director to determine the disaster declaration level and the likely assistance that will flow from it (e.g., SBA only, Individual Assistance if Presidential Disaster Declaration, etc.)
  - e. Coordinate the opening of a Disaster Assistance Center (DAC) that will provide "one stop shopping" for disaster victims, including federal, state and local agencies

- 1). Coordinate with the Community Liaison to determine what language assistance may be needed by the victims; obtain translators through Employee Services or Library.
  - 2). Coordinate with the Damage Assessment Branch to determine the estimated length of time victims will be unable to return home and organize outside agencies accordingly (e.g., post office to redirect mail, phone company to forward calls, newspaper delivery changes, etc.)
  - 3). Coordinate with the Damage Assessment Branch to establish a rapid permitting process for home restoration/repairs co-located at the DAC.
  - 4). Coordinate with County Social Services to include application for food stamps, welfare, or other available social service programs at the DAC.
  - 5). Coordinate with County Mental Health Services to have a counseling outreach table at the DAC.
  - 6). Coordinate with American Red Cross, Salvation Army, and other NGO's to have outreach tables for their services at the DAC.
  - 7). Coordinate with County Public Health Officer to ensure that post-disaster medical information is available at the DAC (e.g., precautions to take if contaminated by flood water, appropriate immunizations, etc.)
  - 8). Coordinate with Logistics Chief to obtain appropriate facility for the DAC, including furnishings, office equipment, etc.
  - 9). Coordinate with the Operational Area EOC to get FEMA and State representatives to the DAC to discuss their programs (SBA, Individual Assistance, other)
  - 10). Coordinate with the Operational Area EOC to get appropriate national NGO assistance to the DAC (e.g., Southern Baptist cooking team, Church of the Brethren child care assistance, etc.)
- ρ Refuse removal (may be established as a Unit within the Branch if appropriate)
- a. Coordinate with Logistics Chief to contract for roll out boxes for flood damaged household goods, large appliances, carpeting, wall board, personal belongings
  - b. Coordinate with County for special collections for household hazardous waste from the flooded areas (pesticides, automobile repair products, paint, batteries, cleaning products, etc.)
  - c. Staff refuse locations to monitor refuse discarded for appropriateness and source, consider multiple language needs
  - d. Coordinate with Logistics Chief to contract for recycling of construction debris (bricks, concrete, cinder block, asphalt, etc.)
- ρ Streets and Drains (may be established as a Unit within the Branch if appropriate)
- a. Coordinate with Construction and Engineering and Logistics to obtain street sweeping services to remove mud from the streets in previously flooded areas
  - b. Coordinate with Construction and Engineering to ensure that street infrastructure is restored rapidly in the flood area to facilitate debris removal and reconstruction

- c. Coordinate with Construction and Engineering to ensure that flood debris is removed from public rights-of-way rapidly in the flood area to facilitate neighborhood restoration and traffic circulation
  - d. Coordinate with Construction and Engineering to ensure that storm drains, sanitary sewers, and sewer lift stations are inspected for proper functioning immediately after the floodwater recedes; and that needed repairs are conducted rapidly.
- ρ Coordinate with PIO to issue any health and safety or service availability bulletins related to recovery issues
  - a. Location of rollout boxes, times available, rules regarding items accepted
  - b. Location of household hazardous waste disposal, times available and quantities accepted
  - c. Bulletins regarding drinking water safety, sanitary sewer availability
  - d. Bulletins regarding post-disaster health concerns from the County Public Health Officer
- ρ Coordinate with Logistics Chief to contract with San Jose Conservation Corps to assist with recovery work
  - a. Assist residents with moving large damaged goods to the collection points
  - b. Deliver health notices, clean-up advisories and other flood-related information door to door
  - c. Monitor roll out boxes and household hazardous waste collection points for appropriate usage
  - d. Provide translation services at roll out boxes and other refuse collection points
- ρ Act as the liaison for the City EOC with the Operational Area and other disaster assistance agencies to coordinate the recovery process as needed.
- ρ Prepare all required state and federal documentation as necessary to recover all allowable disaster recovery costs.
- ρ Organize and prepare records for P/I Section Chief.
- ρ Assist the EOC Coordinator and Planning/Intelligence Section with preparation of the After-Action Report.

## **Demobilization Phase:**

Follow the generic Demobilization Phase Checklist.

## EOC PLANS SECTION

### RECOVERY PLANNING SOP

#### DEFINITIONS

1. **Recovery Planning** is the projection of current situation intelligence into post disaster actions, activities, and organizational changes.
2. **Immediate Recovery** includes actions required to mitigate the effects of the disaster on the community, and restore community life to an acceptable level.
3. **Long-term Recovery** includes actions required to restore the community to pre-disaster status, including the recovery of funds spent for community disaster response.

#### OBJECTIVES

1. The objective of **Recovery Planning** is to anticipate the immediate needs of the community for actions and activities to mitigate the effects of the disaster, and to organize the appropriate responses so that they may be implemented at the earliest possible time during or after the disaster. The Recovery Branch will analyze disaster/situation intelligence as it is being collected with an eye to post-disaster actions to contain and remedy damage as quickly as possible. Actions would include consideration of synergistic relationships among disaster events (e.g. the earthquake, hazardous materials events, and air and water quality protection issues; or dam failure, flooding and water and sewer system usability). While Situation Analysis Branch members focus on the response, the Recovery Branch will look beyond the disaster event to its broader implications for the community, and action steps to normalize activities and restore the quality of community life.
2. The objective of **Immediate Recovery** is to restore essential public services and infrastructure to a functional level, thereby mitigating the effects of the disaster on the community. Coordination among public agencies, special districts, utilities and private contractors is an essential element of Immediate Recovery planning. Close coordination with Care and Shelter and social services agencies is critical for the physical and psychological care of the community, including the establishment of temporary housing and community critical incident stress debriefing opportunities.

Permitting agencies should be organized to set up City "one-stop" Disaster Assistance Centers (DAC), where utilities, post office, and public assistance programs can be accessed at one location. Federal programs will most likely be accessed by telephone registration, so mobile pay telephones should be considered for location at the DAC. Issues requiring priority setting should be articulated and referred to the Direction and Control and/or Policy Group. Establishment of a streamlined system for inspection leading to re-occupancy of residential property is essential. Advice should be provided to the Logistics Branch regarding the needs for streamlined procurement and contracting processes for priority community restoration activities.

3. The objective of **Long-term Recovery** is to restore the community to its pre-disaster condition with as little disruption to citizens as possible, and with maximum cost-recovery to the local governments. Activities include coordinating with agencies regarding reconstruction of infrastructure, sequencing of repairs, economic impact mitigation actions (e.g., replacement of lost jobs, business recovery), location of long-term temporary housing facilities, and coordination with state and federal aid programs.

## **ORGANIZATION**

1. The primary responsibility for gathering the information at all phases of the Recovery planning process lies with the Recovery Branch of the Planning/Intelligence Section. The Recovery Branch must compile their Recovery checklists, in cooperation with utilities, businesses, homeowners groups, and other community groups in the affected areas.

Recovery Checklist items should be forwarded to the Operational Area EOC Planning/Intelligence Section if they fall into one of the following categories:

a. Exceed the ability of the local jurisdiction to accomplish:

- a. May result in mutual aid from neighboring jurisdictions in the Operational Area, coordinated by the Operational Area EOC;
- 2) May result in a request for mutual aid being relayed to the OES Coastal Region Office for fulfilling at the region, or passage to the State.

b. Impact neighboring jurisdictions:

- 1) May result in coordination through the Operational Area EOC;
- 2) May require coordination at the OES Coastal Region level.

c. Requires area-wide coordination to implement:

- 1) May result in coordination through the Operational Area EOC;
- 2) May require coordination at the OES Coastal Region level, or higher.

d. Requires State or Federal intervention/assistance:

- 1) Will be relayed to the OES Coastal Region office.

2. It is the responsibility of the Recovery Branch to provide up-dated information to the Operational Area EOC Planning/Intelligence Section in a timely manner regarding all issues that have been referred through the Operational Area EOC.



3. It is the responsibility of the Recovery Branch to notify the Operational Area EOC Planning/Intelligence Section when an incident is closed, when the disaster has been terminated, when the local EOC Recovery Branch has closed, or when any other action that impacts previous service/assistance requests has occurred.
4. The Operational Area EOC Planning/Intelligence Section will collect and aggregate data, and pass information to OES Coastal Region in a timely manner, recognizing that disaster response requests will have priority for communication channels during the disaster event, until the event is declared under control.

## **EOC PLANNING/ INTELLIGENCE SECTION**

### **RECOVERY BRANCH**

#### **Immediate Recovery:**

1. Organize debris removal
  - a. Coordinate regulatory agency permitting
  - b. Contract with hauler on community-wide basis for community safety areas
    - 1). Street clearance
    - 2). Storm drain clearance
    - 3). Public property clearance for liability purposes
2. Re-establish utility services where possible in coordination with the providers
  - a. Test potability of water
  - b. Test operability of sanitary sewers
  - c. Work with gas, electric, phone, cable and other utilities to restore service as widely and rapidly as possible
  - d. Coordinate with regulatory agencies for work/activity permits
    - 1). Regional Water Board
    - 2). Air Quality Management District
    - 3). Public Utility Commission
3. Activate the streamlined permitting and inspection processes plan
  - a. Maintain a separate team for the disaster, keeping the regular inspection and permitting processes in place for non-disaster projects
  - b. Develop a simplified path for disaster-related residential repairs
  - c. Develop a separate path for disaster-related residential reconstruction that considers community needs and value.
  - d. Develop a separate path for disaster-related business repairs
  - e. Develop a separate path for disaster-related business reconstruction that considers community needs and values, as well as economic recovery and job restoration.
  - f. Use volunteer and contract inspectors/engineers for disaster-related work to facilitate reimbursement, and maintain regular work schedule for regular inspectors, as far as possible
  - g. Use third party certification in permitting and inspection process, as appropriate.
4. Activate the streamlined procurement system for emergency response and community recovery activities
  - a. Emergency contract awards
  - b. Emergency purchasing through open p.o., standing contracts, sole source vendors

5. Based on the direction of the Director of Emergency Services, select a City/Neighborhood One-Stop Disaster Assistance Center site and prepare for activation
  - a. Negotiate for its use with the owner
  - b. Coordinate with utilities for installations at the DAC
    - 1) Sanitation
    - 2) Phones: three numbers and instruments for each position, at least
    - 3) Electricity
    - 4) Other utilities as needed and available
  - c. Coordinate with vendors for furnishings
    - 1) Tables, file cabinets and chairs for office area
    - 2) Lounge area furniture, including a playpen, changing table, coffee maker
    - 3) Computers, printers, modems, FAXes
    - 4) Office supplies, computer paper
    - 5) Sanitation supplies
    - 6) Coffee supplies
  - d. Coordinate with community groups
    - 1) To provide hospitality in the lounge
    - 2) To provide critical incident stress debriefing
    - 3) To provide on-site first aid capability
  - e. Notify all interested agencies regarding location, hours of operation, and staffing expected of them
    - 1) State OES
    - 2) FEMA
    - 3) Local utility services
    - 4) Post office
    - 5) Banks
    - 6) City/county offices
      - a) Building department
      - b) Public Works/Streets department
      - c) Housing Department
      - d) Social services/welfare
      - e) Animal control - lost/stray pets, pet boarding
    - 7) Newspaper subscription representatives
    - 8) Appropriate community service groups (city manager's discretion)

## **Long-Term Recovery:**

1. Coordinate priority setting for clean-up and infrastructure reconstruction
  - a. State highways
  - b. County roads
  - c. Bridges - Cal Trans, Federal, State, County
  - d. Regional transportation grid evaluation
    - 1) Railroad
    - 2) Airport
    - 3) Pipelines
2. Analyze long-term housing needs
  - a. Pre-sited locations for temporary residential trailers
  - b. Location of potential vacant units
  - c. Resettlement of victims
    - 1) Special financial arrangements
      - a) Damage deposits provided by city/county/other
      - b) Financial assistance beyond Federal 30 day rent
    - 2) Coordinate with community social services
      - a) Red Cross
      - b) Salvation Army
      - c) Goodwill
      - d) St. Vincent de Paul
      - e) CADRE
    - 3) Evaluate transportation needs
      - a) Public transit to work
      - b) Establish van pools
      - c) Financial aid for personal vehicle
    - 4) Pet-related issues
  - d. Coordinate state and federal financial aid programs through DAC
3. Develop a financial recovery plan for the city
  - a. Evaluate disaster-related economic impact
    - 1) Create program to assure maximum possible federal assistance
    - 2) Create program to assure maximum possible disaster cost-recovery, community-wide
      - a) Coordinate with private property owners
      - b) Coordinate with business/industry
      - c) Coordinate with non-profits
  - b. Coordinate special loan programs for re-development
    - 1) Through public programs
    - 2) Through local government redevelopment funds
    - 3) Through private banks
  - c. Develop a plan to help local businesses recover
  - d. Develop a plan to assist/attract new businesses